

CLAIM DECLARATION FAQs

How to Submit the Required Documentation

1. Print, fill out, and sign the Claim Declaration.
2. Scan or take pictures of both the completed Claim Declaration and your valid photo identification.
3. Securely upload both documents and track your claim at <https://ivcel.brightstarprotect.com/> under My Plan.

Once submitted, please allow up to 2 business days for your documentation to be reviewed. Additional time may be required if submitted by mail. If you provide your email address, we will contact you once we have received your documents. If you have not received communication regarding the status of your replacement request within 2 business days of submitting your documentation, call us at (888) 368-5296.

What Types of Identification are Acceptable to Submit?

Valid government-issued photo identification acceptable to submit are listed below.

- Driver's License
- U.S. State or Federally Issued ID
- Passport
- U.S. Government Issued Visa or Residency ID

In order to ensure that your photo identification is legible, the identification must be in color, contain the Enrolled Subscriber's name as well as photograph, and cannot be expired. If the identification appears altered, forged, illegitimate, or is illegible, we may not be able to proceed with your replacement request.

What if I Don't Have the Requested Information?

If you don't know, or have, an email address or contact number(s), go ahead and submit the form. *All information in Section II, Replacement Request Details, is required. If you do not provide the required information, additional documentation and time for review may be required. Please see below for help locating your device's IMEI/ESN/MEID.*

How do I Find My Device's IMEI/ESN/MEID?

For most devices:

- Your original receipt
- The box the device came in
- Back of the device or under the battery (not all batteries are accessible)
- Your wireless carrier customer agreement

For Android Devices:

- Log in to google.com/ dashboard
- Click the Android section to display IMEI/ESN/MEID

For Apple Devices:

- Select "Settings" > "General"> "About" to display IMEI/ESN/MEID

If none of these items are available, please contact your wireless carrier.

What Else do I Need to Know?

You can view all the terms and conditions applicable to your replacement request here: <https://ivcel.brightstarprotect.com/>.

After your Claim Declaration has been processed, you may be instructed to call (888) 368-5296 to continue your Replacement Request.